

**BEST AVAILABLE COPY**

Attorney Docket No. SIEB017-01US



**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of John Coker et al.

Serial No.: 09/866,878

Examiner: Nguyen Ba, Hoang Vu A

Confirmation No.: 4488

Art Unit: 2122

Filed: 05/30/2001

For: **SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS AND  
CONFIGURATION THEREOF (AS AMENDED)**

Commissioner for Patents  
Washington, D.C. 20231

**RECEIVED**

**OCT 31 2002**

**Technology Center 2100**

**REQUEST FOR APPROVAL OF DRAWING AMENDMENTS**

Applicants request approval of Drawing Amendments for the enclosed 5 sheets of Drawings, Figs. 2, 3a, 3b, 9 and 10. The amendments are marked in red. No new matter has been added.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

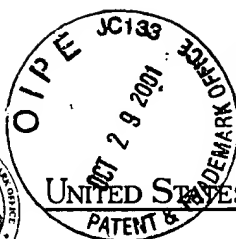
Dated: 10/29/02

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Phone: (703) 456-8000  
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Respectfully submitted,  
**COOLEY GODWARD LLP**

By: Steven R. Olsen

**Steven R. Olsen  
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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/866,878	05/30/2001	Coker	SIEB017/01US

CONFIRMATION NO. 4488

022903

COOLEY GODWARD LLP

ATTN: PATENT GROUP

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RESTON, VA 20190-5061

## FORMALITIES LETTER



\*OC00000006361854\*

Date Mailed: 07/30/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

10/30/2001 BSAYAS11 00000020 09866878

FILED UNDER 37 CFR 1.53(b)

01 FC:101	740.00 OP
02 FC:103	36.00 OP
03 FC:105	130.00 OP

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 710 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- Total additional claim fee(s) for this application is \$36.  
    ■ \$36 for 2 total claims over 20.
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 876.**

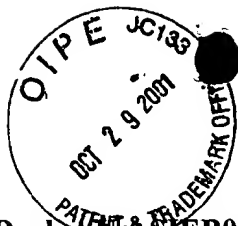
A copy of this notice **MUST** be returned with the reply.

AM

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE



✓ S E C R E T

Attorney Docket No. **81EB017/01US**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of John L. COKER et al.

Serial No.: 09/866,878

Examiner: Unassigned

Confirmation No.: 4488

Art Unit: 2161

Filed: May 30, 2001

For: **SMART SCRIPTING CALL CENTERS**

Commissioner for Patents  
BOX MISSING PARTS  
Washington, D.C. 20231

**RESPONSE TO NOTICE TO FILE MISSING PARTS OF APPLICATION**

In response to the Notice to File Missing Parts of Application under 37 C.F.R. § 1.53(e) mailed July 30, 2001, enclosed are:

- ☒ copy of the Notice to File Missing Parts of Application
- ☒ (3) executed Declarations
- ☒ Power by Assignee and Statement under 37 C.F.R. § 3.73(b)
- ☒ Copy of Assignment
- ☐ Assertion of Entitlement to Small Entity Status
- ☐ Application Data Sheet
- ☒ Other: Petition for Extension of Time
- ☐ A copy of the Official Filing Receipt marked in red to show corrections that are needed. Please make the following corrections in the Official Filing Receipt:

Issuance of a corrected filing receipt is respectfully requested.

and the payment of the following fee(s):

- ☒ Filing fee of \$740.00
- ☒ Surcharge fee for Late Filing of Declaration of \$130.00
- ☒ Other fees: \$36.00 for additional claims and \$110.00 for one month extension of time

Total Fee due: \$1016.00.

☒ Check No. 11420 in the amount of \$1016.00 for the total fee is attached.

☐ Please charge \$\_\_\_ to Deposit Account No. 50-1283 for the total fee. This paper is being submitted in duplicate.

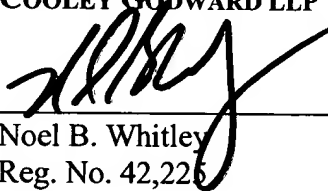
The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: October 29, 2001

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Respectfully submitted,  
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